



Ronald McDonald  
House Charities®  
Toronto

# Annual Report



40 years of  
keeping families close®

# Executive Message

**From Kristy Carscallen,  
Chair of the Board of Directors, and  
Catherine Bridgman, Chief Executive Officer**

## *Thank you.*

Every one of our stakeholders—donors, volunteers, staff, and friends—plays an important part in ensuring that RMHC Toronto is there for families with seriously ill children in hospital. Every day, 24/7, 365 days a year.

In 2021, supporters like you made it possible for 1,124 families to stay in our 81-room House or find respite in one of our seven in-hospital Family Rooms.

Declared an essential service by the Province of Ontario at the start of the pandemic, RMHC Toronto continued to deliver its mission throughout 2021 while maintaining rigorous COVID-19 protocols to keep safe the families and immunocompromised children in our care.

In these difficult times, your support has kept families together when they need it the most. We're so proud to have been there for 1,124 families who needed our help, and to have done it together with you.

We hope you will enjoy learning more about the impact you have had on families at RMHC Toronto:

- [Board of Directors and donor listing](#)
- [Audited financial statements](#)

Even before the pandemic, families with seriously ill children were facing so much stress and uncertainty. With your help, RMHC Toronto has continued to provide comfort and sanctuary to the families that need it—now more than ever.

*Thank you for being a part of this meaningful work.*



*Kristy Carscallen*  
Kristy Carscallen  
Chair, RMHC Toronto  
Board of Directors

*Catherine Bridgman*  
Catherine Bridgman  
CEO, RMHC Toronto







# 40 years of keeping families close®

**In 2021, RMHC Toronto celebrated 40 years of keeping seriously ill children and their families together to improve their health and well-being.**

The first Ronald McDonald House at 365 Dundas St. W. opened its doors to families on June 14, 1981. The House had 19 bedrooms and served families with children receiving cancer treatment. In 1990, our Board of Directors expanded RMHC Toronto's mandate to include families with children being treated for all serious illnesses, which helped us better meet the demand for our programs and services.

In 1993, we moved to a 21-room house at 26 Gerrard St. E., and in November 2011 we moved into our current House at 240 McCaul St.

Today, RMHC Toronto encompasses our 81-room House downtown and seven in-hospital Family Rooms at Credit Valley Hospital, Health Sciences North, Oak Valley Health's Markham Stouffville Hospital, Scarborough Health Network, and The Hospital for Sick Children.

We're grateful to every donor who has helped us keep our doors open for families for 40 years.



**Top left:** Our first house at 365 Dundas St. W. | **Top right:** Ronald McDonald House at 240 McCaul St (photo by Montgomery Sisam) | **Bottom left:** Our second house at 26 Gerrard St. E. | **Bottom right:** Former volunteer, Joan Crone, answers the phone at our Dundas St. House.

# RMHC Toronto by the numbers in 2021



**105,120**

loads of  
laundry

**9,436**

nights of  
comfort

**9,828**

meals  
prepared

**1,124**  
families  
served



**Our 81-bedroom  
House in  
downtown  
Toronto**

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**242 families** served  
Average length of stay: **35 nights**

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Number of students at  
RMHC Toronto School: 29  
Average length of enrollment:  
38 days



**Our seven  
Family Rooms  
in five hospitals**

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**882 families** served  
Unique family visits: **12,343**

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**Family Room locations:** Credit Valley  
Hospital (Two rooms - closed during  
COVID); Oak Valley Health's Markham  
Stouffville Hospital; Health Sciences  
North; Scarborough Health Network;  
SickKids (Two rooms)

**1 in 4**

Canadians has either  
stayed at, or know  
someone who has  
stayed at RMHC

Staying by the side of  
a sick child can cost a  
family annually up to

**\$38,000<sup>1</sup>**

**65%**

of Canadians live  
outside of a city with  
a children's hospital

<sup>1</sup> RBC Economic Impact Study 2019

# Your Impact



"In April 2021, our lives were uprooted when Mikhael was transferred to a hospital in Toronto. It was during the worst time of our lives that my family found a wonderful place called RMHC Toronto. From the moment we walked through the doors of the House, it felt like we were home."

*- Mom Michelle stayed at RMHC Toronto with her family for close to four months while son Mikhael underwent treatment*

"RMHC Toronto gave us somewhere to stay together as a family, where I could care for our daughter while my wife was by our son's bedside only steps away in the hospital. We are so grateful that we were able to stay close to each other and support each other through this experience."

*- Dad Chris stayed at RMHC Toronto with his family for three months while son Tristan underwent treatment*





# Our Founding and Forever Partner

The foundational support we receive from the entire McDonald's Family is critical to our mission success. We are so grateful to our committed network of Owner/Operators & their crew, Ronald McDonald House Charities Canada, Ronald McDonald House Charities Global, and McDonald's Restaurants of Canada Limited for keeping families together.

**\$2,571,278**

raised in 2021

**\$250,000+**

Ronald McDonald House Charities Canada

**\$100,000-\$249,999**

McDonald's Restaurants of Canada Limited

**\$25,000-\$49,999**

Ronald McDonald House Charities, Inc.

**Thank you to our Owner/Operators**

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# 19th Annual RMHC Toronto Charity Golf Classic

On July 19, 2021, at King Valley Golf Club, our generous sponsors, donors, committee members, and friends helped us raise more than \$159,000. Since the tournament's inception in 2003, our Annual Charity Golf Classic has raised \$4 million for families with seriously ill children.

## Presenting Sponsor

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Thank you to our dedicated Board of Directors for their leadership and guidance.

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